

# Suite Of Services

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## Motor Vehicle Title, Lien and Registration Search (TLR)

### Target Customers

- Financial and lending institutions
- Lawyers
- Private investigators
- Car dealerships
- Insurance companies
- Towing companies

### URL:

<https://secure.utah.gov/tlr/tlr>

### Agencies Involved

Utah State Tax Commission  
Division of Motor Vehicles

### Application Description

#### Service overview

- This application allows users to request a vehicle title and lien record over the Internet in accordance with the Drivers Privacy Protection Act.
- Tax Commission grants requests to utilize this service.

#### Benefits to users

- Lower cost than in-person or over the phone
- Convenience of access
- Allows confirmation of owner and lien holder information at any time -even when state offices are closed.

### Application Metrics

Approximately 75% adoption

### Marketing & Promotional Initiatives

- Launch Date: January 2000
- June 2003 - Increased price of conducting transaction over the phone, thus, increasing incentive to complete online
- June 2003 - A mailing insert was included in Tax Commission invoice. Although the insert was only included for one month, adoption increased by 3% on TLR.